

PRIVACY POLICY

Big Green Coach is committed to protecting your privacy. We use the information we collect about you to process orders and to provide a more personalised shopping experience. Please read on for more detail about our privacy policy.

What information do we collect? How do we use it?

When you order, we need to know your name, e-mail address, delivery address, credit or debit card number and expiry date. This allows us to process and fulfil your orders and to notify you of your order status. We also ask for your telephone number which enables us to contact you urgently if there is a problem with your order.

If you submit a customer review, we also ask for your e-mail address, although you can choose not to have your e-mail address displayed with your review.

When you enter a contest or other promotional feature, we may ask for your name, address and e-mail address so we can administer the contest and notify winners.

We monitor customer traffic patterns and site usage to help us develop the design and layout of the store.

We may also use the information we collect to occasionally notify you about important functionality changes to the Web site, new Big Green Coach services and special offers we think you'll find valuable. If you would rather not receive this information, please send an e-mail to [HYPERLINK "mailto:never@biggreencoach.co.uk"](mailto:never@biggreencoach.co.uk) never@biggreencoach.co.uk. Make sure to change your preferences for each account or e-mail address you have left with us.

How does Big Green Coach protect customer information?

We follow strict and reasonable security procedures in the storage and disclosure of information which you have given us, to prevent unauthorised access. Our security procedures mean that we may occasionally request proof of identity before we are able to disclose sensitive information to you.

Will Big Green Coach disclose the information it collects to outside parties?

We may disclose your Information to:

- our regulators, lawyers and auditors or other legal entities
- persons or organisations where required by law under a court order or subpoena
- third party service providers or agents acting on our behalf

However, Big Green Coach does not sell trade or rent your personal information to others. We may choose to do so in the future with trustworthy third parties, but you can tell us not to by sending a blank e-mail message to ["mailto:never@biggreencoach.co.uk"](mailto:never@biggreencoach.co.uk) never@biggreencoach.co.uk. (If you use more than one e-mail address to shop with us, send this message from each e-mail account you use.) In addition, Big Green Coach may provide aggregate statistics about our customers, sales, traffic patterns and related site information to reputable third-party vendors, but these statistics will include no personally identifying information.

Our Promise to You

We promise that our intention is to meet our obligations under this Privacy Policy statement, and to enable full compliance with the requirements of the Data Protection Act 1998.



In Summary

We are committed to protecting your privacy. We use the information we collect on the site to make booking with Big Green Coach possible and to enhance your overall shopping experience. We do not sell trade or rent your personal information to others. We may choose to do so in the future with trustworthy third parties, but you can tell us not to by sending a blank e-mail message to [HYPERLINK "mailto:never@biggreencoach.co.uk"](mailto:never@biggreencoach.co.uk) never@biggreencoach.co.uk. If you do not want to receive any announcements or special offers from us, please send a blank e-mail message to [HYPERLINK "mailto:never@biggreencoach.co.uk"](mailto:never@biggreencoach.co.uk) never@biggreencoach.co.uk to change your preferences. Remember to change your preferences for each of the e-mail accounts you have given us.

Liability Disclaimer

We exclude and disclaim any duty of care which we may owe to you in respect of the information on any part of this web site. Any reliance on this web site and your usage of this web site for information or booking is entirely at your own risk. Nothing on this web site constitutes an offer to enter into any contract, partnership or alliance and all orders for tickets are subject to final acceptance by Big Green Coach Limited. We exclude all warranties, terms and conditions implied by law in relation to this web site.

When you buy tickets from Big Green Coach Limited you agree that you have not relied on any statement or representation in this web site as you may not rely on any statement or representation in the web site.

Please note that we do not exclude our liability for fraudulent misrepresentation.

We shall have no liability for any loss or damage you suffer as a result of relying on any fact or statement that prove to be incorrect under any circumstances.

We will not be responsible for any hyper link to a third party throughout this web site. If you chose to click on a link and you are taken away from this site, Big Green Coach are not liable for any aspect of this activity.

Your Consent

By using our Web site, you consent to the collection and use of this information by Big Green Coach. If we decide to change our privacy policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it and under what circumstances we disclose it. Your personal information may also be used by us to occasionally notify you about important functionality changes to our Web site, new Big Green Coach services and special offers we think you'll find valuable. If you would rather not receive this information, please send a blank e-mail to [HYPERLINK "mailto:never@biggreencoach.co.uk"](mailto:never@biggreencoach.co.uk) never@biggreencoach.co.uk.

Tell Us What You Think

Big Green Coach welcomes your questions and comments about privacy. Please send e-mail to [HYPERLINK "mailto:enquiries@biggreencoach.co.uk"](mailto:enquiries@biggreencoach.co.uk) enquiries@biggreencoach.co.uk

